



Quality Policy

Specialised Systems Limited is fully committed to the following deliverables

1. Focus on customer profitability
2. Exhibit extra ordinary service excellence
3. Continuously receive feedback from customers to improve internal processes

In its quest to achieve the above deliverables, Specialised Systems Limited has embarked on a process oriented Quality management system that is part of an overall management system that conforms to standards laid out by the ISO9001:2015.

Specialised Systems vision is to be the most respected in the Industry and Society in Africa for its values and care for all stakeholders. The business is committed to implementing an efficient management system that encompasses placing the customer at each and every space of the organisation to point to the employees that they must shun any activity that does not result in customer value addition.

In its quest to achieve its vision, Specialised Systems Ltd shall endeavor to ensure that customer and applicable statutory and regulatory requirements are determined, understood and consistently met or exceeded .

Specialised Systems Limited shall build its space in the industry by creating not merely delighted customers, but addicted customers. Our Quality management system shall refer at times to various best practices globally , but shall develop its PDCA concept to benchmark and continuously improve its own standards of customer service , each day , every hour, every minute and every second . Specialised Systems Limited does not want quality to be a core strategy but a routine habit and obsession for our team. In short, we breathe Customer service excellence ...

This policy will be communicated to all employees, organisations and interested parties are expected to co-operate and assist in the implementation of this policy. The policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued.

This policy will be available to relevant interested parties, upon request.

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Managing Director

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